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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application of: Vincent p. Vaccarelli, et al.

Title: CUSTOMER SATISFACTION SYSTEM AND METHOD

Commissioner for Patents  
Washington, D.C. 20231

**INFORMATION DISCLOSURE STATEMENT**

Sir:

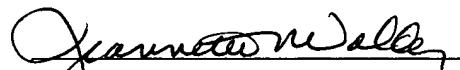
Enclosed is a copy of the Information Disclosure Statement Form PTO-1449 submitted pursuant to 37 C.F.R. §1.56, together with copies of the references cited in that form. The undersigned respectfully requests that the Examiner consider the cited documents and that the enclosed copy of the Information Disclosure Statement Form PTO-1449 be initialed by the Examiner to indicate such consideration and that a copy thereof be returned to the applicants.

This Statement is being filed concurrently with the filing of the application to which it relates. No certification or fee is required.

**PATENT APPLICATION**  
Attorney Docket No. D/A2038

This Statement is not intended to constitute an admission that any information referred to herein is "prior art" in relation to the claimed invention unless specifically designated as such. In accordance with 37 C.F.R. §1.97(g) and (h), the filing of this Statement shall not be construed to mean that a search has been made or that the information submitted herewith is, or is considered to be, material to patentability as defined in 37 C.F.R. §1.56(b).

Respectfully submitted,



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Date: February 25, 2002